

THOMSON TECHNICAL INFORMATION



Product Support • Mail Stop INH 900
P.O. Box 1976 • Indianapolis, IN 46206 -1976

Television Service Bulletin

TV 02-012

DATE: December 30, 2002

CHASSIS: All

TOPIC: Incorrect replacement parts orders. Wrong service information being used.

Cause: Parts and schematic changes may occur between instrument or chassis revisions.

Cure: Use complete chassis or model numbers when researching part numbers or selecting service information. The service suffix numbers, typically the last three or four alpha-numeric locations*** in the instrument or chassis number, are used to distinguish minor electrical and mechanical differences between otherwise identical instruments or chassis. Always reference the entire instrument and chassis numbers when looking up replacement parts using Electronic Service Data or PartsFinder. It is also advisable to use the correct suffix version when accessing other parts of Electronic Service Data such as schematics, board layouts and alignments to make certain the information is current with the instrument or chassis revision.

For instance, a P52928 instrument may have chassis versions PTK195N1B or PTK195N2B. One difference between the two is the version of Gemstar module. The PTK195N1B uses module 246604 while the PTK195N2B uses 252760. Improper operation will result by installing the incorrect module. The suffix numbers on both the instrument and chassis allow a servicer to order the correct parts. The P52928YX3 uses chassis version PTK195N1B and module 246604. The P52928YX4 uses a PTK195N2B and module 252760.

***Typically the instrument number consists of a model number, such as the P52928 in the example above. But the entire instrument number, printed on the instrument labels located on the rear of all Thomson television instruments, includes a "suffix" that may consist of three or four alpha-numeric digits. In the above example, YX3 is the instrument suffix number. (The number is actually YX03 however leading zeros are dropped.) Similarly N1B is the service suffix of the above chassis number PTK195.

Product Safety Information

Product Safety information is contained in the appropriate Thomson Inc. Service Data covering models/chassis referenced herein. All specified Product Safety requirements and testing shall be complied with prior to returning equipment to the customer. Servicers who defeat safety features or fail to perform safety checks may be liable for any resulting damages and may expose themselves and others to possible injury.